Appendix A:   
Discussion guide for Navigators, administrators, and partners

**Topic Guide for Discussions with Grant Administrators, Partners, and Navigators**

In this appendix, we provide a list of topics we will cover during site visit discussions with FARE grant and partner administrators and navigators. We will tailor the discussion topic guide for particular grantees and respondents, and will build on information we obtain from other study data sources. Not all topics are applicable to all respondents. We likely will not cover all topics with each respondent. This topic guide covers all topics to be asked about during the site visits.

Prior to the discussions, Mathematica will present the following language to each respondent: Public reporting burden for this data collection instrument is estimated to average 60 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting a discussion. This collection of information is voluntary. You are not required to respond to this collection unless it displays a valid OMB control number. Please send comments regarding the burden estimate or any other aspect of this collection of information to: Chief Evaluation Office, U.S. Department of Labor, 200 Constitution Ave. NW, Room S-4307, Washington, DC 20210; reference OMB control number 1290-0043.

1. Respondent background
2. Name, title, and organization/affiliation
3. Role in the grant program and other organization roles
4. Length of involvement with the grant and organization
5. Training/educational background
6. Percentage of time spent on Navigator grant activities per week
7. Background on FARE program development and grantee interest in selected focal areas
8. Reasons for applying for the grant
9. Availability of employment benefits, regulations, or services before the grant
10. Methods and reasons for selecting the populations of interest
11. Process for designing services to be responsive to participant characteristics, including understanding participants’:
    * 1. Identity and background
      2. Education and experience
      3. Employment conditions
12. Reasons for selecting program components and focal areas
13. Focal areas: How and why chosen
14. Program components: How and why chosen
15. Focal areas and components considered but not adopted
16. Participant job, workplace setting, and sector conditions that shaped program design
17. Partnerships
18. Reasons for selecting partners
19. Potential partners that were considered but not engaged in grant activities
20. Roles for selected partners
21. Identification and establishment of partnerships
22. Challenges in establishing subgrantee partnerships and strategies to overcome them
23. Coordination of activities with partners
24. Sharing of participant information and other data between grantee and partners
25. Grantee organization and culture
26. Size of organization and years in operation
27. Other services offered by the partner, and organizational focus
    * 1. Geographic coverage
      2. Connections to community
      3. Populations served
28. Main referral partners (such as social services agencies or workforce boards)
29. History of working with the grantees
30. Motivations for offering FARE services
31. Extent of alignment between the partner’s mission and the grant’s goals
32. Community context
33. Labor market conditions for workers earning low wages, local unemployment levels, and most common industries and occupations
34. Demographics of potential participants
35. Administrative structure and staffing
36. Overall structure of oversight and staffing for FARE
37. Primary roles and responsibilities for supervising and overseeing Navigators
38. Staff experience, skills, and abilities
39. Staff characteristics or activities that support collaboration with grantee
40. Staff turnover
41. Staff and Navigator training and supervision
42. Developing staff training materials
43. Format and setting of training
44. Training content and topic areas
45. Assignment of staff roles and responsibilities
46. Ongoing training, professional development, and supervision
47. Monitoring key data and reports, and ensuring Navigators follow up on issues raised during monitoring
48. Other guidance and support provided to Navigators during the course of grant implementation
49. Program implementation
50. Types of Navigator activities and services provided
51. Outreach
    1. Populations of interest
    2. Outreach strategies, including community-based approaches
    3. Design considerations, including language
    4. Partner involvement
    5. Follow-up with interested women
    6. Enrollment in services following outreach events
52. Dissemination of educational materials
53. Rights and benefits-related challenges faced by population of interest in the grant’s service area
54. Information or educational materials developed
55. Translation or interpretation services
56. Description of how the materials address targeted need
57. Dissemination methods, including use of social media, in-person events, virtual events, and written materials
58. Strategies for effective communication
59. Building trust within the community
60. Activities on rights and benefits
61. Goals of activities on rights and benefits
62. Planned activities to help women access their rights and benefits
63. Efforts to train women to serve as benefits Navigators
64. Identifying women to serve in Navigator roles
65. Training provided to women serving as Navigators
66. Strategies for conducting outreach to other women
67. Efforts to refer women to other services
68. Common referral needs
69. Common referral partners
70. Strategies for making and tracking referrals
71. Considerations for population of interest
72. Whether and how activities and services were tailored for different populations
73. Effectiveness in reaching populations identified by grant application or implementation planning
74. Any other activities or services provided
75. Data collection and participant outcomes
76. How the grantee measures grant success in increasing participants’ understanding of and access to their employment rights and benefits
77. How partners measure success
78. What data are collected and how they are used to measure:
    1. Demographic characteristics of populations engaged through outreach
    2. Number and types of outreach activities
    3. How women found out about services
    4. Number of women trained as benefits Navigators
    5. Changes to benefits take-up and enrollment
    6. Number of violations deterred
    7. Other participant outcomes (for example, ability to advocate for benefits and rights)
79. Methods grantees use to gather and synthesize data from subgrantees
80. Initial findings on participant outcomes
81. Successes and challenges or barriers
82. Successes and challenges in starting and implementing the FARE program model
    1. Identifying populations of interest
    2. Identifying partners to serve the focal communities and establishing agreements
    3. Hiring and training staff
    4. Implementing outreach and engagement activities
    5. Challenges affecting whether women achieve positive outcomes
    6. Successes or promising strategies for serving women
    7. Successes, challenges, and lessons learned related to data collection and measurement
83. Changes made to implementation model
    1. Which changes needed to be made and why
    2. Solutions applied to overcome or mitigate implementation challenges
    3. Program improvements made to better serve populations of interest
84. Perceptions about effectiveness of the grant activities
    1. Component(s) of the FARE model with the perceived biggest impact(s)
    2. Key program elements for a successful program model
85. Plans for enhancement, expansion, and continuation of Navigator positions and FARE services
86. Feedback from local communities on how to improve access to the FARE program
87. Interest in expanding, enhancing, or continuing FARE roles and positions
88. Factors for determining whether and when expansion or enhancement will occur
89. Facilitators and barriers to expanding, enhancing, or continuing FARE services